

Inmate Grievances

705.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a process by which all inmates may have the opportunity and ability to submit and appeal grievances.

705.2 GENERAL

Inmates may submit and appeal grievances relating to any conditions of confinement, including but not limited to:

- Medical care
- Classification actions
- Disciplinary actions
- Program participation
- Telephone, mail and visiting policy and procedures
- Food
- Clothing
- Bedding
- Disability Request/Grievance (ADA)

705.3 GRIEVANCES

All inmate grievances will be maintained in the electronic Telmate system. The inmate can log into the system through the inmate tablets located in the housing units.

Information shall be provided during the inmate orientation process in booking, on how to complete request forms and grievances if an inmate cannot read or write, Inmates are encouraged to ask a correctional deputy in person for assistance with completing a request or grievance. If they do not feel comfortable asking a deputy, they can get assistance from another inmate.

705.3.1 ANSWERING A GRIEVANCE

Every attempt will be made to resolve grievances at the lowest possible level; however, it may be necessary for a grievance to be handled by a higher authority. Grievances concerning personnel, medical, food services or any other issue which can't be solved by a Correctional Deputy, shall be routed to the on-duty Watch Commander for review.

Grievances will be logged and answered through the Telmate tablet system.

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Grievances concerning medical issues will be routed to the Medical Manager or his/her designee. The Medical Manager has five (7) working days to respond from the date the grievance was routed.

Grievances concerning food services will be routed to the Plant Manager. The Plant Manager has five (7) working days to respond from the date the grievance was routed.

Written reasons for denial of grievance at each level of review which acts on the grievance;

A non-automated initial response within a reasonable time limit which shall not exceed a period of 15 calendar days. Timelines for each grievance level are outlined below in Policy 705.3.3.

Copies of a grievance, appeal, response, and related documents shall be provided to the inmate upon request. (Title 15. Section 1073)

The facility manager or designee shall conduct regular review of grievances, responses, and appeals.

705.3.2 SUBMISSION AND HANDLING OF ANONYMOUS REQUESTS/GRIEVANCES

Anonymous requests and grievances shall be submitted by the inmate population under the request form titled "Anonymous Request".

Every attempt will be made to resolve requests and grievances at the lowest possible level; however, it may be necessary for them to be handled by a higher authority. Requests and grievances concerning personnel, medical, food services or any other issue which can't be solved by a Correctional Deputy, shall be routed to the on-duty Watch Commander for review.

Requests and grievances will be logged and answered through the Telmate tablet system.

Requests and grievances concerning medical issues will be routed to the Medical Manager or his/her designee. The Medical Manager has five (7) working days to respond from the date the form was routed.

Requests and grievances concerning food services will be routed to the Plant Manager. The Plant Manager has five (7) working days to respond from the date the form was routed.

705.3.3 LEVELS OF COMMAND

Level One: Staff Level

The Correctional Deputy has five (5) working days to respond to the grievance from the date it was received. If the inmate is unsatisfied with the response, they may appeal to the next level. After each response, the inmate will be allowed to appeal to the next level.

Level Two: Watch Commander

The Watch Commander has five (5) working days to respond from the date the grievance or appeal was routed. The Watch Commander will make an effort to resolve the grievance or appeal at this level. If the inmate is unsatisfied with the response they may appeal to the next level.

Level Three: Facility Manager

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The Facility Manager has five (15) working days to respond from the date the appeal was routed. The Facility Manager will review any appeals submitted to their level. Prior to the Facility Manager responding to the appeal, each of the prior level responses will be attached for the Facility Manager's review. The Facility Manager will attempt to resolve the appeal or complaint at this level. If the inmate is unsatisfied with the response or the appeal is denied, the inmate has the right to appeal the decision by way of a Writ of Habeas Corpus. An inmate can obtain a Writ through their housing unit deputy. All Writs of Habeas Corpus' shall be mailed by the inmate to the Shasta County Superior Court Clerk: 1500 Court St. Rm#219.

705.3.4 ABUSE OF THE GRIEVANCE PROCESS

Inmates will not incur administrative limitations on their ability to file grievances. However, actions that demonstrate an abuse of the grievance process may result in the grievance being documented, rejected, and returned to the inmate. Determination shall be made by the Facility Manager or higher authority.

Actions that demonstrate an abuse of the grievance process include, but are not limited to the following:

- Frivolous in nature or knowingly false.
- Repetitious or excessive (e.g. multiple grievances referencing a particular issue that has already been appropriately addressed).
- Multiple in count, reference the same issue, and sent at the same time to multiple recipients (e.g. grievances sent to Watch Commander, Facility Manager, Facility Commander, and Medical at the same time for the same issue).
- Contain profanity, threats, abusive, inflammatory, or insulting statements, which are not necessary to the subject matter of the grievance.
- Cannot be understood or are obscured by irrational language or excessive documentation not related to the subject matter of the grievance.

If an inmate abuses the grievance process, as determined by the Facility Manager, the Facility Manager may designate a Sergeant to oversee future grievances from that inmate. Grievances involving decisions on a previous grievance, regarding the same matter, once all levels of administrative remedies are exhausted shall be logged and rejected by the designated Sergeant or Watch Commander.

705.3.5 OUT OF FACILITY GRIEVANCES

Inmates transferred from the Shasta County Jail can file a grievance or an appeal not to exceed sixty days from the time of transfer. All responses will follow the grievance procedure.

705.4 TITLE 15: INMATE GRIEVANCE PROCEDURE

1) Resolution of the grievance at the lowest appropriate staff level.

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2) Appeal to the next level of review. (The initial answered grievance is considered lowest level. If the inmate is unsatisfied, the next submission is deemed an appeal.)

3) Written reasons for denial of grievance at each level of review which acts on the grievance is required.

705.5 ADA GRIEVANCES/REQUEST FOR ADA ACCOMMODATIONS

- An inmate with a mobility-disability may request an accommodation, to access SCJ programs, services, and activities or grieve alleged discrimination using the Inmate Grievance Form.
- The Inmate Grievance Form shall be readily available to all inmates.
- Staff shall assist mobility-disabled inmates who require assistance with completing the form.
- The response time for ADA Grievances will be no more than that allowed for under the standard grievance policy.

It is the mutual responsibility of the inmate and the SCJ to verify/confirm a disability when a request for an accommodation is made. The inmate must cooperate with staff's efforts to obtain documents or other information necessary to verify the claimed disability.

Inmates do not have to have a verified mobility-disability to submit an Inmate Grievance Form requesting an ADA accommodation. Inmate Grievance Forms requesting an accommodation can be submitted under the following criteria:

- Any issue covered under Policy 906 Aids to Impairment.
- An allegation of discrimination on the basis of a disability under the ADA.
- An Inmate Grievance Form requesting an ADA accommodation to access a program, service, or activity based on a mobility-disability.
- The Inmate Grievance Form requesting an ADA accommodation concerns an issue that substantially limits a major life activity, e.g., caring for one's self, performing essential manual tasks, walking, lifting, bending, standing, and working.

All ADA inmate grievances will be reviewed at Level One of the inmate grievance process. All grievances identified as being unrelated to the ADA may be re-categorized to an appropriate grievance form once the following criteria has been met:

- The grievance has been reviewed by a level one ADA Grievance Coordinator.
- An email containing a PDF copy of the inmate grievance and a appropriate grievance category shall be forwarded to the Level Two Grievance Coordinator.
- The Level Two Grievance Coordinator shall save the re-categorization email for future audits by class counsel.

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All ADA Inmate Grievance Forms requesting an ADA accommodation that were denied at the first level of review shall automatically be appealed to the second level of the grievance process shall be submitted and automatically appealed to the ADA Coordinator for review and/or response. If an ADA grievance is denied at the second level of the grievance process, the grievance will be submitted the grievance and denial of the grievance to class counsel within (14) Days.

705.6 MEDICAL VERIFICATION PROCESS

If, in the course of reviewing ADA Grievances, the ADA Coordinators determine that a medical evaluation would be appropriate concerning a potential mobility-disability related issue, the ADA Coordinators will refer the inmate to the jails health care provider.

705.7 EXPEDITED REQUEST FOR REASONABLE ACCOMMODATION

If the Inmate Grievance Form requesting an ADA accommodation involves a matter that, in the opinion of the ADA Coordinators, presents an immediate threat to the inmate's safety and or health, the ADA Coordinators shall expedite the grievance as they deem appropriate.